

RESIDENT'S HANDBOOK

SCHERTZ

RICH IN COMMUNITY. RICH IN OPPORTUNITY.



PUBLISHED BY THE
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SCHERTZ PUBLIC AFFAIRS
& SCHERTZ TALES MAGAZINE
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www.schertz.com



Hello neighbor,

Here is your personal copy of the resident's handbook for Schertz city services ranging from animal control to water service. The handbook also has some history of our community.

more, but it is only as great as its residents. Please get involved and help us to make this an ever better community.

The Schertz city government often asks for volunteers to serve on committees and task forces to share their experience, common sense and ideas to build a better city.

For more information about your city, its programs, services and other things like meeting schedules, visit the city Web site at www.schertz.com. You also can call City Hall at 619-1000 or dial 311 for help.

Sincerely,
Mayor Hal Baldwin and
City Manager Don Taylor

Mayor Hal Baldwin



City Manager
Don Taylor



Schertz has grown from a small frontier town once called "Cut Off," into a bustling, urban area that celebrated its 50th anniversary as a municipality in 2008. We are a unique city that blends history with a dynamic, high-growth environment while enhancing quality of life with such things as parks, a new library and appreciation for the arts.

And it isn't just the locals saying we are a great place. Money Magazine twice named Schertz one of the best places to live in Texas and the U.S.

On behalf of the City Council and staff, thank you for being an important part of our community.

Schertz is home to 16 schools, many places of worship, full-service banks, fine dining and fast-food establishments, as well as beauty salons, barber-shops, medical and dental services, youth sports activities and more.

As the city's business community grows and diversifies, watch for periodic announcements of new businesses and services.

Schertz is a great place to live, work, worship, raise a family and

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CITY DIRECTORY

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SCHERTZ



311

ONE CALL TO CITY HALL

*For All of Your
Non-Emergency
Questions about City Services
(full availability)*

YOUR PROPERTY

Alarm Registration

Schertz requires an alarm permit for every alarm site in the city. Permit applications are available at the Schertz Police Department and should be turned in with the annual fee. Up to three false alarms per year are permitted before false alarm charges are considered. For more information contact the police department at 210-619-1200.

Boats, Motor Homes and Trailer Storage

Boats, motor homes and trailers are allowed in front of homes for no more than three days. Off premises storage is required for longer periods.

Lawn Watering

Water conservation is a smart idea and is encouraged by the city. Schertz has year-round watering restrictions between 10 a.m. and 8 p.m.

Loud Noises

Loud noise from homes or businesses is prohibited in Schertz between 10 p.m. and 7 a.m. The use of stationary loudspeakers also is prohibited on weekdays between 10:30 p.m. and 7 a.m. and anytime on Sunday.

Out of Town House Patrol

For peace of mind on an extended vacation or trip, contact the police department for extra patrols around your home. Stop by the police department to fill out the required forms. For more information call 619-1200.

“Property has its duties as well as its rights.”

Thomas Drummond



ANIMAL SERVICES

1298 Borgfield Road
619-1550

Animal Services

Responsible pet ownership is encouraged in Schertz and pets must be under control at all times.

Pets must be restrained by leash, a fence or be in a building. Unrestrained pets are considered strays, and will be picked up and their owners fined.

Owners choosing to tie or chain their dogs must make sure the restraint is at least 10 feet in length and the tethered animal is not within 500 feet of a school.

Schertz allows up to three cats and three dogs per property as long as the owners can properly care for the pets.

Pet owners are required to provide sufficient food, water and shelter for their pets and use common sense in the animal's overall care. For example, providing more water in hot weather and shelter in cold or wet weather.

A shelter should have three solid sides; a top and bottom; and provide a dry, comfortable and safe environment for the animal.

Pet owners who fail to provide for their pets care could be issued a citation from Schertz Animal Services.

Hours of Operation

Monday-Friday 9 a.m.-5 p.m.
Saturday-Sunday 10 a.m.-3 p.m.
For emergencies after hours call (210) 619-1200.

Animal Bites

All animal bites should be immediately be reported to Animal Services or Police Department.

Animal Tags and Rabies Shots

All dogs and cats in Schertz must have an up-to-date rabies certificate and a current annual city license. City licenses are good for the same 365 day period as the rabies certificate and

should be purchased on the day of rabies vaccination.

Animal registration/licensing is available at the Schertz Business Office, Bldg. 1, Monday-Friday, 8 a.m.-5 p.m.; or at Animal Control on Monday-Friday, 9 a.m. to 5 p.m. and Saturday-Sunday, 10 a.m.-3 p.m.

Animal Traps

Animal Services provides animal traps for Schertz residents. A \$50 deposit is required.

Microchipping

Animal Services can microchip your pet for a small \$15 fee. The procedure only takes a few minutes. Call 619-1550 for more information.



COMMUNITY SERVICES

619-1600

Schertz Civic Center

The Schertz Civic Center (1400 Schertz Parkway, Bldg. 5) offers convenient and reasonably priced space for a variety of events from business meetings and conventions to wedding receptions and birthday or anniversary celebrations. The center has a ballroom that can be divided into five separate rooms while the Bluebonnet Hall can be configured into three meeting rooms.

The Schertz North Center (3501 Morning Drive, Schertz 78108) is available to rent for events such as parties, receptions and small meetings.

For rental information on Schertz Civic Center or Schertz North Center visit the Schertz Public Affairs Office in Bldg. 5 or call the office at 619-1061.

Schertz Community Center

The Schertz Community Center (Bldg. 3) next to Schertz City Hall is available to rent for events ranging from parties to receptions.

For rental information on the Schertz Community Center or park pavilions call 619-1601.

Senior Hot Meals

The Schertz Senior Hot Meals program serves hot meals for seniors at 11:45 a.m. Monday and Thursday at the Schertz Community Center (Bldg. 3). Seniors can arrive at 10 a.m. for coffee and games such as bingo, cards and dominoes. Similar activity picks up after the lunch and runs from 1-5 p.m.

For more information call 619-1606 from 8 a.m.-5 p.m. Monday & Thursday.

Senior Dancing

Senior line dancing takes place from 9 a.m.-noon on Tuesday at the Schertz Community Center (Bldg. 3) and from 8 a.m.-11:45 a.m. at the Schertz North Center (3501 Morning Drive). Call 619-1606.

CITY COUNCIL

619-1030 - City Secretary

City Council Meetings

Meetings are held most every Tuesday at 6:30 pm in Council Chambers, Bldg 4. Please visit our community calendar at www.schertz.com for information on City Council agendas, minutes or activities.

OPEN RECORDS

Open Records Request

Open Records request forms are available at City Hall or on-line at www.schertz.com. Requests may be submitted to the City Secretary's office, Bldg 2, or to any other City office. Fees may be

applicable depending upon the size and length of the request. For more information on fees, please call the City Secretary's office.

BOARDS & COMMISSIONS

Volunteering

If you are interested in volunteering your time with the City of Schertz or want to serve on one of our various boards, visit our web site at www.schertz.com for vacancies and an application.

For more information, contact the City Secretary's office.

Schertz currently has the following boards and commissions:

- Board of Adjustment
- Economic Development Corporation – 4B Board
- Historical Preservation Committee
- Library Advisory Board
- Planning and Zoning Commission
- Parks and Recreation Board
- Transportation Safety Advisory Commission
- Youth Commission

- 9 -

www.schertz.com

“Without a sense of caring, there can be no sense of community.”

Anthony D'Angelo



- 8 -

www.schertz.com

City Council



Mayor:
Hal Baldwin

Council Members:



Michael
Carpenter



Jim Fowler



David Scagliola



John Trayhan

INSPECTIONS / PERMITS

619-1750

Building Permit

Schertz requires building permits for a variety of construction projects. These include any new construction such as remodeling and alterations of houses or other buildings.

Building permits also are required for accessory buildings (like sheds), pools, saunas, tennis courts, greenhouses, stables and workshops.

Also, fences, driveways, curb cuts, roofs (new or repair), water sprinkler system, heating and air conditioning, plumbing, on-site sewage systems and all signs and electrical systems require a permit

Building permits must be posted at the job site.

Normally a building permit is not necessary for routine maintenance. If the job involves a change to the existing building, electrical or plumbing system, a permit may be required.

City inspections are done Monday-Friday by appointment. To make an appointment call 619-1755 and schedule the inspection 24 to 48 hours ahead of time.

Garage Sale Permit

Schertz requires a permit to hold a garage sale. A permit can cover one or two consecutive days. In case of rain, a one-time rain date within the month will be issued.

Garage sale permit applications are available online at www.schertz.com or at the City Inspections Department. Call 619-1750 for more information.

The city provides two "Garage Sale" signs with a permit and they must be used on private property. Private signs advertising a garage sale are prohibited.

Home Business

Home-based businesses in Schertz require a home-occupation permit and annual fee. Applications are handled by the Permit and Inspection Department located in Bldg. 1 of the Schertz Municipal Complex. For more information call the department at 619-1750 or visit us on the web at www.schertz.com.

Sign Ordinance

The Schertz sign ordinance forbids placing signs on utility poles or in public right-of-way, such

as along a sidewalk or street. To report such signs call the Permits and Inspections Department at 619-1750

Solicitors

Soliciting with a city permit is allowed from 10 a.m.-6 p.m. Monday-Saturday. Soliciting is prohibited between 6 p.m.-10 a.m. and anytime on Sunday. Call the Schertz Police Department at 619-1200 to report a violation or for more information.

Contractor License/Permit Requirement

Home improvement and/or general contractor work requires a permit for work done within Schertz city limits. Vendors must be licensed by the city.

More information can be found by calling Permits and Inspections Department or by visiting www.schertz.com.

EMERGENCY MEDICAL SERVICES

619-1400

Schertz EMS provides emergency medical services to a large area between San Antonio, New Braunfels and Seguin that includes eight Metrocom cities located in the tri-county area (Bexar, Comal and Guadalupe).

And Schertz EMS is teaming up with San Antonio and Bexar County in the use of a cutting-edge computer assisted dispatching system (CAD) for superior regional EMS service.

Immunizations

The public can receive several immunization shots from Schertz EMS including Hepatitis A, Hepatitis B and flu. For more information including availability and cost, call 619-1400.

CPR Classes

Schertz EMS has monthly CPR classes available to the public in Bldg. 7 at the Schertz Municipal Complex. Call 619-1400 for schedule, price and to register.

Emergency Medical Technician (EMT) Training

EMT-B training is available through Schertz EMS. The four-month class prepares

students for the National Registry exam and to practice at the EMT-B level in Texas.

AED Information

Schertz EMS is working to place AED (Automated External Defibrillators) around the community. EMS helps with AED placement including purchasing, training and maintenance.

Copies of Patient Records

Patient records are available at the EMS Billing Office (in Bldg. 7) from 8 a.m.-5 p.m. Monday-Friday.



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FIRE

619-1300

Inspections

To schedule a courtesy home fire safety inspection please call the Schertz Fire Department at 619-1300.

Fireworks

Fireworks are prohibited in Schertz. Novelty items like snap-pers, party poppers and toy caps are permitted. For more information call the Schertz Fire Department at 619-1300 from 8 a.m.-5 p.m. Monday-Friday.

Fire Extinguisher Inspection

Schertz FD doesn't do fire extinguisher inspections but recommends contacting a private company listed in the phone book or online.

Hazardous Waste Disposal

Twice a year Schertz accepts hazardous waste during the city's Fall Clean-Up in October and the Spring Clean-Up in March. The city's Web site, www.schertz.com, will have more information closer to the time of these clean ups.

Fire Department Tour/Block Party

To schedule a visit to the fire station and/or a visit by firefighters to a block party, etc., call the Schertz FD at 619-1300.

Smoke Detector Program

Schertz has partnered with Wayne Wright, LLC in a program to install smoke detectors in owner-occupied houses. Call Wayne Wright, LLC at 734-7077 to request a smoke detector. For more information about installation of smoke detectors call the Fire Department at 619-1300.

Legal Burning in the City

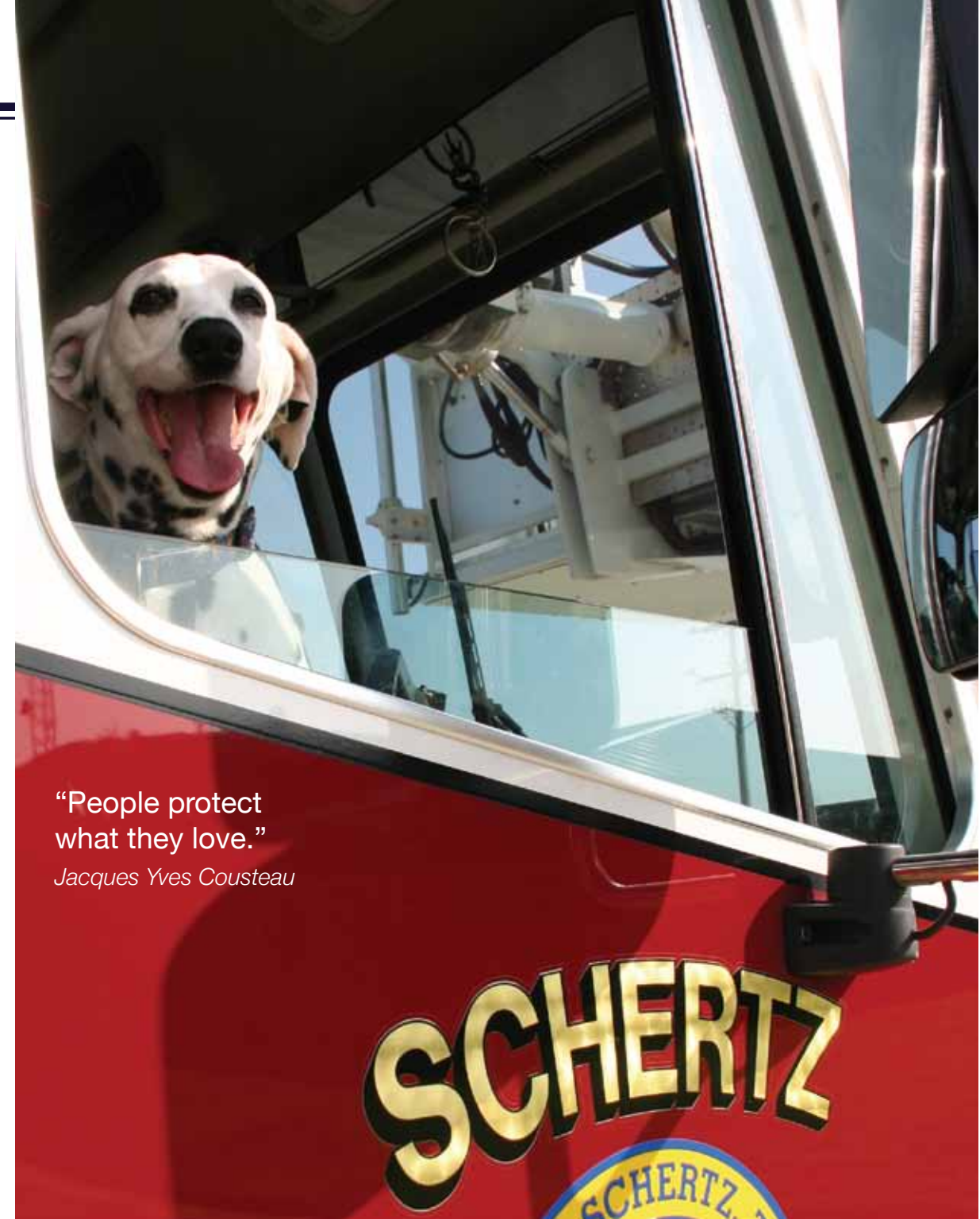
Unless a burn ban is in effect, burning is permitted in the rural areas of Schertz.

The definition of a rural area is determined by its size and location. The lot size must be at least three acres and the fire must be a minimum of 100 feet from the land owner's structure and 300 feet from any building on adjoining lots.

A permit is required for the burn and certain legal requirements must be met. Only dry, natural vegetation may be burned. Prohibitive burning includes junk, trash or cut timber. For more information call the Fire Department at 619-1300.

Illegal Burning

Anyone spotting a controlled illegal burn should call the Police Department at 612-1200. If the fire is uncontrolled call 911.



"People protect what they love."

Jacques Yves Cousteau

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SCHERTZ PUBLIC LIBRARY

798 Schertz Parkway (at Elbel Road)

619-1700

www.schertz.lib.tx.us

Operating Hours

Mon.-Thur. 10:00 am - 8:00 pm
Friday 10:00 am - 8:00 pm
Sat.-Sun. 12:00 noon - 6:00 pm

The Library is closed on all official City holidays.

Library Cards

Any Texas resident with a photo ID and current proof of residence – such as a utility bill – may apply for a free library card. A library card applicant's proof of residence must have their name on it if that document is separate from their photo ID. Children under 18 may get their own library card if they can write their name and

a parent with a photo ID and proof of residence signs the card application.

Lost or stolen library cards should be reported immediately to the library, which will then block use of that card. Library card holders are responsible for all use of their stolen card before it is reported missing. There is a \$5 fee for replacement library cards.

Library cards must be renewed every 12 months from date of issue so information can be updated if necessary. ID and proof of residence must be presented at the annual card renewal.

Don't throw away your library card because annual renewal involves updating information, not getting a new card.

Checking out Materials

Library cards are necessary to check out books and other library materials. Card holders are responsible for all materials checked out on their cards and any fines or fees. Card holders are responsible for any fines or reimbursement to the library for lost or damaged materials, including any library materials checked out on the cards by others. The library discourages letting others use your library card. Card holders may check out up to

25 items, including up to 10 videos or DVDs.

The library does not screen material checked out by minors. Parents or legal guardians are solely responsible for choosing what materials are appropriate for children to check out.

Schertz Public Library materials may be reserved in person, by phone or online. Card holders will be notified by phone or email when their reserved items can be picked up.

Services

The Schertz Public Library offers a variety of materials and services. The more than 60,000 titles include books, audio books, DVDs, videos,

magazines and music CDs. The library also has public-access Internet computer terminals with Microsoft Office and/or Open Office products. Patrons can print black and white documents for 15 cents per page and color documents for 50 cents per page.

Patrons can use the Schertz Public Library computers to access the TexShare databases available through the Texas State Library. The TexShare databases include many subscription service databases that are useful for homework, research and full-text searching of magazine articles.

Other services available at the library include the Inter-Library Loan (ILL) services, a live on-line tutoring pro-

gram for students and adults, on-line book clubs, summer and winter reading programs, and year-round programs for infants, preschoolers, elementary students and teens.

The library also has a photocopier, typewriter, fax machine and microfiche reader available for public use.

Library Advisory Board Meetings

Board meetings are held on the first Monday of each month at 7 p.m. Exceptions are in July (no meeting) and September (held second Monday). Meetings are open to the public.



"Reading is a basic tool in the living of a good life."

Mortimor J. Adler



Welcome to the monthly magazine published by the City of Schertz featuring the people and places who contribute to its reputation as "one of the best places to live in Texas" - (Money Magazine).

The magazine proudly distinguishes itself with strong, engaging editorial content, and superior photography and design. From residents to visitors, businesses and city leaders, Schertz Magazine showcases the very best of Schertz encompassing the vast beauty of an ever-evolving city.

Don't miss this opportunity to reach YOUR customers!

For your free copy, or to be a part of Schertz Magazine: **210-619-1060**

www.schertzmagazine.com

Spotlights:

- Human interest stories and special features
- Business profiles
- Arts & entertainment
- Community events
- City news & government information

Schertzmagazine.com

- Online magazine with features, profiles, city news and more...
- Advertising
- Blog site and podcasts and calendar of events

Features:

- Award-winning design and crisp, professional layout
- FREE professional graphic design for advertisers
- Top-notch writers and photographers

Distribution

Since 2000, Schertz has grown from 18,000 residents to over 36,000 and is now the largest suburban city of San Antonio. The city is projected to more than double its current population in less than a decade.

The magazine is a FREE publication. WE ARE THE ONLY MAGAZINE direct mailed every month to ALL Schertz residents and distributed to over a thousand businesses from Universal City to New Braunfels.

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MARSHAL / CODE COMPLIANCE

619-1650

Duties

The Schertz Marshal Services Department is staffed with licensed peace officers who have full police powers in Texas. The department's duties include serving warrants, operating an emergency operations center, doing health inspections and code enforcement/compliance.

Deputy Marshals have a variety of assignments including pursuit and arrest of those who fail to appear for court dates, as court security officers and transporting prisoners.

Sanitarian

The sanitarian inspects food establishments to ensure compliance with federal, state and local

health laws. The sanitarian examines public and private facilities for potential health hazards/problems; investigates complaints of unsanitary conditions and teaches food handlers classes. To report an eating establishment that may not be following proper procedures or for information on food handlers classes call 619-1750.

Code compliance

Code compliance officers are responsible for the enforcement of land use, nuisance laws (like loud music), environmental laws, building and property maintenance and enforcing Schertz and state codes. Code compliance officers work to improve public safety and the general welfare. To report a suspected code violation

such as high grass or weeds, unclean premises, junk vehicles parked on private property or loud noises call 619-1750.

Emergency operations

The City Marshal serves as the emergency operations coordinator and is responsible for opening the Emergency Operations Center (EOC) under the direction of the mayor. The EOC coordinator develops and implements plans and procedures for local emergency service activities; coordinates all emergency service organizations during actual emergencies; provides training and does a variety of activities in the areas of mitigation, preparedness, emergency response and disaster recovery.

MUNICIPAL COURT

619-1500

Municipal Court

Municipal Court handles all Class C misdemeanor cases. These include traffic and parking tickets, theft under \$50, public intoxication, disorderly conduct and violations of city ordinances.

Persons receiving a citation in Schertz have 14 calendar days from the citation date to make a court appearance, regardless of the judge's availability. Telephone calls don't substitute for an appearance.

For more information on traffic fines, tickets and citations contact the Municipal Court clerk at 619-1500. The court accepts cash, credit cards, debit cards and money orders. No personal checks or company checks are accepted.

Defendants who wish not to contest their case and pay the fine can do so through the mail, online or at the Municipal Court. Persons who get traffic tickets may be able to attend a driver's safety course to get the case dismissed. Call the Municipal Court clerk's office for more information.

Defendants under 17 must enter a plea in person and be accompanied by a parent or guardian.

Children 16 or under are considered juveniles and will be given court dates.

Defendants under 21, in cases involving alcoholic beverage charges, must enter a plea in person and be accompanied by a parent or guardian.

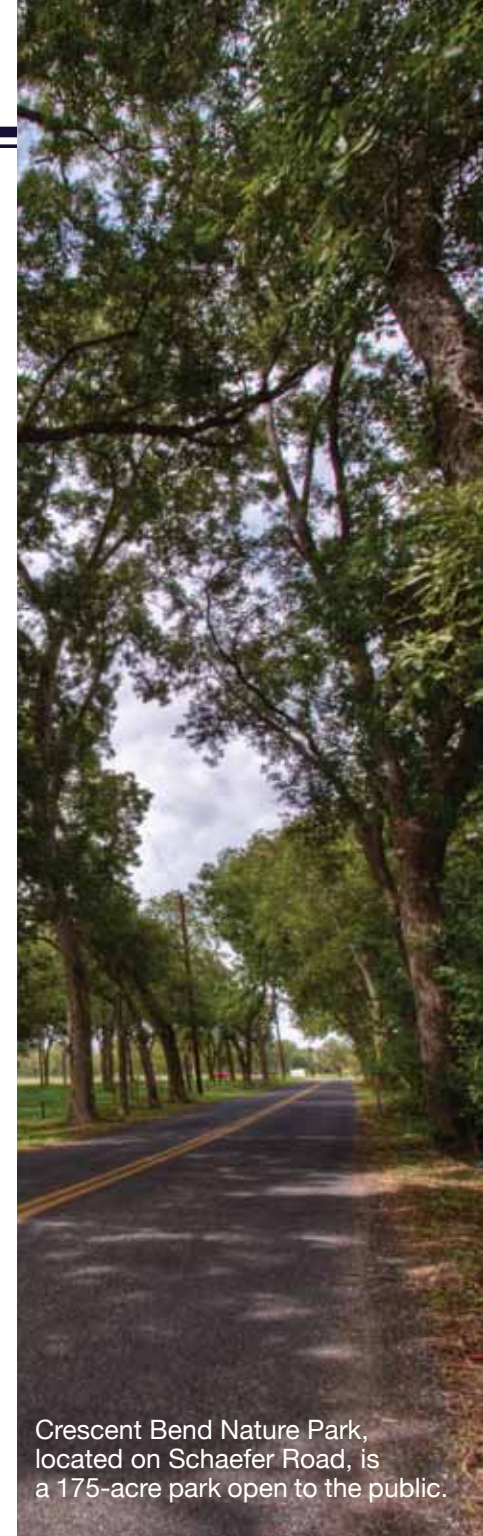
From time to time juries are needed for Municipal Court and residents will be called for jury duty.

Location and Hours

Municipal Court is located in Bldg. 1 of the Schertz Municipal Complex, 1400 Schertz Parkway.

The cashier window is open Monday-Friday, 8 a.m.-5 p.m.

For information on traffic citations and how to dispose of them call Municipal Court clerk at 619-1500 or visit us on the web at www.schertz.com



Crescent Bend Nature Park, located on Schaefer Road, is a 175-acre park open to the public.

PARKS & RECREATION

619-1601

Parks Pavilion Rentals

Schertz has two (2) pavilions for rent at Pickrell Park. Call the Parks & Recreation Department at 619-1601 for information on available dates and fees.

Swimming Pools, Hours and Cost

Schertz has two (2) swimming pools that operate from Memorial Day weekend through the start of the public school year.

Schertz Pool is located at 701 Oak Street in Pickrell Park.

Northcliffe Pool is located at 4601 Cherry Tree in Northcliffe.

Pool admission is \$1.50 with children under age two getting in free. Season passes also are available. Children 12 years and younger must be accompanied by an adult 18 or older. Call 619-1601 for days of operation and more information.

Pool Reservations

Schertz public pools may be reserved for private occasions from 7:30 p.m. to 10:30 p.m. For reservations and fees call 659-0701.

Park Hours

Schertz parks are open daily from 6 a.m. to 11 p.m., with certain exceptions.

Ball Field Information

To reserve ball fields in city parks call Buffalo Valley Youth Association at 659-1610.

PLANNING & ZONING

619-1780

Zoning

Zoning defines and regulates different types of land use such as commercial and residential. Development controls in the city's Unified Development Code (UDC) are used to ensure private development is logical and compatible in specific areas.

For instance, industrial development and residential areas would normally not be next to each other.

Common development standards are used - such as all homes in a given area being set back the same distance from the street.

Another example is housing developments having similar standards such as on-site parking to avoid neighborhood parking problems.

Imagine Schertz as a giant quilt with numerous patches representing tracts of land. Each of those tracts has a designated zone. A zone such as "residential" means only that kind of development is allowed in that area.

Commercial zones with retail businesses usually front on major streets with residential zones full of houses behind or near the commercial area.

Industrial zones would be some distance from residential areas

because those two types of land use are so different.

Properties within each zone (typically industrial, commercial and residential) have common site development and design standards.

And within each type of zone there are sub-groups. In residential, for instance, there is single-family housing (a typical house in a neighborhood) and multi-family housing which could be apartments.

Planning and Zoning Commission

When someone wants to put a different type of development on land zoned for something else, they file for a "Request for Zoning Change" with the Planning and Zoning Commission.

The commission consists of seven residents appointed by City Council for two-year terms. The P&Z, as it is commonly called, makes recommendations to City Council on zoning requests, Specific Use Permits, amendments to the Comprehensive Land Plan (CLP) and the UDC.

The Planning and Zoning Commission meets at 6:30 p.m. the second and fourth Wednesdays of each month in the Schertz Council Chambers, Bldg. 4. For

the latest information, visit www.schertz.com and look for the community calendar.

Board of Adjustment

The Board of Adjustment handles administrative appeals, requests for exemptions to the UDC and variances pertaining to zoning and sign regulations.

Each board member is appointed by City Council for a two year term.

The Board of Adjustment meets at 6 p.m. the fourth Monday of each month in the Schertz Council Chambers, Bldg. 4. For the latest information, visit www.schertz.com and look for the community calendar.



POLICE

For all emergencies, call 911.

For police non-emergencies call 619-1200.

Special Projects 619-1253

The Schertz Police Department provides crime protection and public safety for the nearly 40,000 residents of the city. The department handles a variety of public safety and public nuisance situations.

- Schertz Impaired Driving Program
- Joint Drug, Alcohol and Internet Safety and Awareness Program
- Sex Offender Registration Program
- Special event
- Child Fingerprint Identification Program
- Citizens Police Academy
- Schertz Citizens on Patrol
- Neighborhood Watch Program
- Home security and safety inspections
- Child car seat inspection and installation
- Bike Rodeo/Bicycle Safety Program

Juvenile Curfew

Schertz has a juvenile curfew for persons under 17 years of age. The curfew runs from 11:30 p.m. to 5:30 a.m. Sunday evening through Friday morning and from 1-5:30 a.m. Saturday and Sunday mornings.

Graffiti Code Enforcement

To report graffiti on private property and vacant buildings call the Police Department at 619-1253.

Citizens on Patrol

Anyone interested in joining the Citizens on Patrol program must attend the Citizens Police Academy. For more information call the Special Projects Officer at 619-1253 from 8 a.m.-5 p.m. Monday-Friday.

Registered Sex Offender Location

To find information on any registered sex offenders in your area visit the Department of Public Safety (DPS) Web site https://records.txdps.state.tx.us/dps_web/Portal/index.aspx or call the Special Projects Officer at 619-1253 from 8 a.m.-5 p.m. Monday-Friday.

Copy of Police Report

Copies of police reports can be obtained through the records division of the Police Department. Call 619-1200 for more information.

Copy of Accident Report

Accident reports can be obtained from the Police Department no earlier than three working days after the accident. It may take between five and 10 days for an accident report to be filed if amendments and/or corrections are made. Call 619-1200 for more information.

Missing Persons or Runaway

To report a missing person or runaway, call the police department at 619-1200 and give the information. If the person is missing as defined by the DPS missing persons clearinghouse, the information will be entered into the Texas Crime Information Center computer and National Crime Information Center computer. If there is evidence of foul play a detective with the Schertz Police Department will be assigned.

National Night Out

National Night Out in Texas is typically celebrated in October, as opposed to the rest of the country that celebrates it in August. It is an anti-crime, get-to-know your neighbor event. For more information call the Special Projects Officer at 6190-1253 from 8 a.m.-5 p.m. Monday-Friday.

Barking Dogs

Report barking dogs to Animal Services at 619-1550 from 8 a.m.-5 p.m. Monday-Friday.

Other times call the Police Department at 619-1200.

Speeding Vehicles

Report speeding vehicles to the Police Department at 619-1200. Interested persons also can attend Traffic Safety Advisory Committee meetings which are normally held the first Thursday of each month in the City Council Chambers, Bldg. 4. For more information visit www.schertz.com.

Traffic Accident Reporting

Persons involved in a traffic accident are required by law to contact the Police Department at 911 for emergency response and 619-1200 in non-emergency cases. Anyone witnessing an accident should call the same



numbers depending on the situation.

The Police Department will make a report if there are injuries or damage to vehicles or property.

No police report will be made if parties involved in the accident agree to settle any damage claims among themselves.

Identity Theft

Theft of a credit card or debit card should be reported to the Police Department at 619-1200. Stolen credit cards should immediately be reported to the company issuing the cards so security measures can be taken. If the stolen credit/debit card is used, the owner needs to make a separate report for forgery and/or credit card abuse.

Excessive Noise/Noisy Neighbors

A noise nuisance is one that is unreasonably loud and causes distress, discomfort or injury to persons in the vicinity.

Typically, the complaint is reported to police as a noisy neighbor. Such neighbors can be ticketed if they continue to produce loud noise after being warned by police.

Violators can be cited for disorderly conduct if the noise they produce is over 85 decibels (about the noise level of a vacuum cleaner or screaming child). The violator also may receive a citation from police if the noise occurs between 11 p.m. and 6 a.m.

PUBLIC WORKS

619-1800

Water Supply

Unlike most of the other Metro-com cities that use the Edwards Aquifer as their main water source, Schertz gets its water from the Carrizo-Wilcox Aquifer in counties south of the city.

Schertz has emergency pumping rights from the Edwards Aquifer, but struck a partnership years ago for a more reliable source of water.

Reports on water data are available for public viewing by contacting Schertz Public Works at 619-1800.

Wood Chipping Service / Tree Limb Pick Up

Public Works has a wood chipping/tree limb pick up service that can be added to a resident's water bill at the rate of \$25 per half hour. The service is available on Fridays only and must be scheduled by 3 p.m. on the preceding Thursday. To make an appointment call 619-1800.

Abnormal Water Pressure

Schertz's topography varies throughout the city (from flat to elevated) making it impossible

to have the same water pressure rate for all water service customers. State law requires a minimum water pressure of 35 pounds per square inch (psi) and a flow rate of at least 1.5 gallons per minute per connection.

Higher elevations tend to have lower water pressure and lower areas higher water pressure.

The Schertz water system is designed to produce a minimum of 750 gallons per minute for fire hydrant flow to ensure the city meets minimum water pressure requirements.

Texas and Schertz plumbing codes require a pressure reducing valve be installed when water pressure exceeds 80 psi.

Although the working pressure of house plumbing and appliances exceeds 80 psi, some insurance companies do not cover damage or replacement of an appliance caused from water pressure over 80 psi.

For more information call the Public Works Department at 619-1800.

Dead Animal / Trash on Road

For dead animal/trash pick up on a state road such as FM 3009 call TxDOT at 830-303-0130.

For dead animals/trash pick up on a city road contact Bexar Waste at 566-5454.

If you are not sure if the dead animal or trash is on a state or city road, call 311 or 619-1000.

Potholes

For potholes on state roads such as FM 3009 call TxDOT at 830-303-0130.

For potholes on a city road call Public Works at 619-1800.

If you are not sure if the pothole is on a state or city road, call 311 or 619-1000.

Poor Pavement Conditions

Schertz Public Works maintains public streets inside city limits except for private and state roads.

To report poor pavement conditions on city streets call 619-1800.

To report poor pavement conditions on state roads such as FM 3009 call TxDOT at 830-303-0130.

Missing / Damaged Traffic Control Signs or Devices

Schertz installs and maintains traffic control signs and street signs within city limits, except for those on private or state roads.

To report missing or damaged signs on city streets call 619-1800.

To report missing or damaged signs on state roads such as FM 3009 call TxDOT at 830-303-0130

Malfunctioning Street / Traffic Lights

For malfunctioning street or traffic lights on city streets like Schertz Parkway call 619-1800.

To report malfunctioning street or traffic lights on state roads in Schertz such as FM 3009 call TxDOT at 830-303-0130.

For street lights out in your subdivision call the electric company that serves your area.

Guadalupe Valley Electric Cooperative:
210-658-7033

CPS Energy: 210-353-2222

New Braunfels Utilities:
830-629-8400

PURCHASING AND ASSET MANAGEMENT DEPARTMENT

619-1160

The Purchasing and Asset Management Department oversees the city's purchasing, inventory, contracting, risk and safety functions.

In addition to purchasing and contracting operations for all city departments, Purchasing and Asset Management oversees systems, policies and procedures to ensure best value for Schertz.

Purchasing and Asset Management provides support, information, research and analysis that reduces the cost of materials and services to all departments and vendors.

Purchasing and Asset Management ensures timely delivery of goods and services to all city departments while meeting city, state and federal regulations.

In addition, the department is committed to managing and reducing risk for the city through aggressive monitoring of the city's physical assets (facilities, vehicles, equipment, etc), and safety (to include property, liability and training for employees) as well as managing the city's asset inventory.



WATER / SEWER / TRASH BILLING

619-1100

New Service

Applications for new city service are available at City Hall Bldg. 1 between 8 a.m.-5 p.m. Monday-Friday.

Documentation is needed to start city services including a copy of the lease or paperwork from the builder with an address. A photo ID also will be needed.

A water deposit will be needed and payment types accepted include cash, credit cards, debit cards and check.

For more information including questions about billing, transfers, start-up and disconnecting service call the Water Department at 619-1100.

Charges on Water Bill

Charges on a Schertz water bill include water, sewer, garbage, recycling, drainage fee and sales tax.

Payment Options

Residents can pay in person at the inside counter or at the drive-up window at the Business Office, Bldg. 1 from 8a.m.-5 p.m. Monday-Friday.

Other payment options include:

- Mailing payment
- Putting payment in after hours drop box on side of Building 1 anytime.
- Bank draft from checking or savings account on due date – no charge.
- On-line payment through www.schertz.com. Fees may apply.
- Credit/debit cards –fee may apply. No city charge for debit or credit payment made in person.

Extension on Water Bill

No extensions will be given that push the account past 10 days after the turn-off date. No more than two courtesy extensions will be granted within a calendar year. Each additional extension includes a \$5 charge and must be paid at same time as total amount due before service will be re-connected.

Disconnect for Non-payment

Water service is shut-off if the account is 10 days past due and the meter will be locked until payment is made.

Water Reconnected During Business Hours

To reconnect water service go the Business Office in Bldg. 1 during regular business hours 8 a.m.-5 p.m. Monday-Friday. A \$20 reconnect fee is necessary along with the past due balance to turn water service back on.

Water Reconnection After Hours, Weekends and Holidays

To re-establish water service after hours, come by the Police Department Bldg. 6. A \$50 on call (after hours) fee will be assessed in addition to the normal \$20 reconnect charge. The total \$70 in charges is in addition to the outstanding balance on the bill. The amount must be paid in cash or by money order for the exact amount. The Police Department non-emergency number is 619-1200.

Utility Account Closing

Closing a water service account can be done by calling the Water Department at 619-1100 or by visiting the department in the Business Office in Bldg 1 during regular business hours 8 a.m.-5 p.m. Monday-Friday.

Leak Adjustment

Leak repairs must be verified and adjustments to the water bill will be based on the customer's historic usage. All water lost to leakage above the historical average will be billed at the lowest block rate.

Excessive Water Usage/ Meter Re-read Request

Water meter re-reads will be done upon request. The customer will be notified of the results

Water Turned off to Repair a Leak

To request temporary water cut off to repair a leak call the Water Department at 619-1100. To request the same thing after hours or on weekends call the Police Department's non-emergency number at 619-1200.

Discarding of Old Appliances

Appliances can be disposed of during the Spring and Fall clean ups. A fee may apply. Residents also can contact Bexar Waste at 566-5454 for a special pick for a fee.

Tree/Brush Disposal

For small amounts of brush, branches should be cut into 3-foot lengths and tied in no more than 15-pound bundles and put out during normal trash pick up.

Recycling Bins

Requests for recycling bins will be taken upon beginning water service. A Bexar Waste crew will normally deliver a new recycling bin within one to two weeks, but in some cases it could be longer. Additional bins may be purchased by call Bexar Waste at 566-5454.

A trash container will be provided free of charge for households with once-a-week pickup. A Bexar Waste crew will normally deliver the container in one to two weeks.

No Holiday Trash Pick Up

Trash will not be picked up on July 4th, Thanksgiving, Christmas and New Year's Day. Pick up will resume on the next scheduled day.

Trash/Recycling Property Damage from Trucks

All concerns and complaints should be made to the Solid Waste Coordinator at 619-1117. Call during normal business hours 8 a.m.-5 p.m. Monday-Friday.

Recycling Information

Newspapers including slick, glossy inserts can be recycled if they are not wet or discolored by the sun. Newspaper put out for curbside recycling pickup should be protected from the weather.

Glass containers with no lids should be rinsed before being put out for curbside recycling pickup.

Plastic containers with no lids should be rinsed before being put out for pickup.

Aluminum, tin and bi-metal cans, such as beverage or juice cans, will be picked up for recycling.



VOTING INFORMATION

For information about voting, including voter registration, call or visit your county election office or their Web site.

Guadalupe County
945-4199
1101 Elbel Rd.
Schertz, Tx. 78154
www.guadalupe-elections.com

Bexar County
335-VOTE (8683)
Voter Registration Office
233 N. Pecos St., Suite 350
San Antonio, Tx. 78207
www.bexar.org



311 / CUSTOMER RELATIONS

619-1000

Customer Relations works directly with residents to handle requests and questions.

From greeting people when they enter the City Administration building to answering questions from those who dialed 311, the department is customer-service driven.

This interaction with Schertz residents and other members of the public -- whether in person, over the phone, or via email -- is an opportunity for Customer Relations to show how effective City Hall can be.

Customer Relations is a good first contact point to get or give information ranging from reporting a street light out or junk cars in a yard or graffiti or to asking questions.

Customer Relations can also direct calls to any department within the city and has a WebQA (online answering system) program that includes a Frequently Asked Questions (FAQ) database for customers available 24/7.

The FAQ covers topics ranging from the city's recycling program and trash pick up and its holi-

day schedule to swimming pool hours and locations.

Visit www.schertz.com and if you can't find what you are looking for, send an email to customer@schertz.com. The staff will research the request and get back to you.

The Customer Relations department is open Monday – Friday 8 a.m.-5 p.m.

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PLANK SIDING - CUSTOM SOLID WOOD CABINETS - WINDOWS &
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SCHERTZ



EVERY
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WEEKEND

JUBILEE

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- WALK FOR LIFE
March
- GENERAL ELECTION
May
- DOGGIE DASH
May
- JUBILEE
July
- SWEETHEART CORONATION
September
- SCHERTZFEST
October
- NATIONAL NIGHT OUT
October
- TRUNK OR TREAT
October
- WEDDING PARADE
November
- FESTIVAL OF ANGELS
& CHRISTMAS IN THE PARK
December

**Dates are subject to change so
 please visit www.schertz.com.

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San Marcos Branch
1917 Dutton Drive, Suite 205,
San Marcos, Texas 78666

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